



MEMORANDUM

Agenda Item No. 7(G)(1)(E)

TO: Honorable Chairperson Barbara Carey-Shuler,
Ed.D. and Members, Board of County
Commissioners

DATE: **January 20, 2004**

FROM: George M. Burgess
County Manager

SUBJECT: Resolution Authorizing the
County Manager or his
Designee to Execute an
Agreement Modifying the
Scope of Work and Providing
Additional Funding for
Contract for Consulting
Services with Florida
International University (FIU),
Institute of Government
(IOG); and Execute any
Necessary Agreements

RECOMMENDATION

It is recommended that the Board of County Commissioners (BCC) approve the attached resolution authorizing the County Manager or his designee to execute an agreement modifying the scope of work and providing additional of \$185,000 for the remaining two years of the contract term for consulting services with Florida International University (FIU), Institute of Government (IOG) to provide technical assistance to the Housing Choice Voucher Program (Section 8 program) of the Private Rental Housing Division and other divisions of Miami-Dade Housing Agency (MDHA).

BACKGROUND

On July 23, 2003, the BCC authorized the execution of a three year renewal contract with FIU to provide consulting services to MDHA totaling \$278,500 by Resolution R826-02. In April of this year, with Resolution R-304-03, the Board of County Commissioners approved an extension of the County's contract with FIU's IOG for an additional amount of \$124,000 to continue assisting MDHA in improving its private rental housing program where key performance indicators have been implemented. This work was specifically related to technical compliance with United States Department of Housing and Urban Development (USHUD) regulations and program requirements, and it continues to work to improve the private rental housing project presented to the Efficiency and Competition Committee (ECC) last year.

Since spring of this year, this intense effort has resulted in a number of positive outcomes. First, the lease up rate increased during the time of this project from 94.8 percent to 100 percent. This means that approximately 700 new Section 8 vouchers have been used by individuals and families to rent apartments and homes from private landlords. Second, MDHA's Multi-family Tenant Characteristic System (MTCS) score, a measure of the accuracy of Section 8 records for USHUD, has improved from 89 percent to 106 percent over this same time period(see attachment A).

At this point, MDHA has begun implementing some of the changes identified in the roadmap plan developed over the past several months; however, MDHA believes it needs continued expert support over the next six months while the plan is fully implemented. With reduced funding from USHUD this year and other changes on the horizon that may limit the department's financial and perhaps operational flexibility, it is imperative that the department is successful in completing the transformation of the Section 8 program as well as support and other services in the agency to high performing operations. This includes reducing program costs, increasing revenue and improving customer satisfaction with its programs.

The purpose of the contract extension is specifically to ensure successful implementation of the roadmap plan and to enhance other operations as well. There are five major goals of this new effort. They are:

1. Help MDHA track, monitor, and report on progress under the Comprehensive Recovery Plan accepted by USHUD for the Housing Choice Voucher program
2. Build increased staff capacity to manage and administer the program through training, education and benchmarking
3. Provide performance benchmarks for all services
4. Develop a pilot project for performance evaluation with regards to line employees
5. Recommend changes in automation of MDHA's core IT system

The following tasks and subtasks are included in the revised scope of work.

Task 1: Programmatic Coaching and Policy Research

- Peer-to-peer "tools and techniques" conference calls
- Coaching by other agency well-performing managers
- Staff briefings on major policy changes

- USHUD website searches and USHUD communications support

Task 2: Implementation Plan Monitoring and Progress Reporting

- Coordination of task status reporting by program business cylinders
- Monthly task tracking summaries and timetable revisions
- Documentation of quarterly progress reports for submission to USHUD

Task 3: In-House Staff Training and Capacity-building

- In-house training needs identification
- Training plan development for managers, supervisors and line staff
- Preparation of training agenda, teaching aids/materials, and selection of staff trainers
- Production and delivery of generic training workshops

Task 4: Revisions and Updates to Operating Procedures

- Operating procedures review by business cylinder and organizational unit
- Crosswalk key program transactions with CCS/ECS and other automated reporting and information processes
- Update program transaction flowcharts and supplement procedures manual
- Conduct staff briefings on changes and revisions and coordinate with training

Task 5: Benchmarking Support for Pilot Team Model and other Agency Services

- Help to develop Pilot Team as an entrepreneurial business model
- Determination of performance objectives and appraisal measures
- Data-gathering and performance reporting
- Comparative analysis of pilot model with on-going operations

Task 6: Organizational Climate Survey

- Survey of staff to assess perceptions of how well the organization is being run with an enhanced culture of accountability and customer orientation

Task 7: Develop a Model Performance Appraisal Instrument for the Pilot Team

- Creation of specific productivity measures at the individual level
- Linking individual measures to the macro measures represented by SEMAP

Task 8: Customer Survey/Interviews

- Survey Section 8 clients at exit of interview to assess their perception of service and quality
- Continue landlord customer satisfaction surveys

Task 9: Review of ECS Computer System

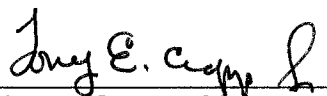
- Review current operating system software
- Recommend near-term options

The budget for these tasks totals \$185,000 and encompasses the remaining two years of the contract term. This cost allocations are as follows:

Estimated Budget	
Item	Cost
Personnel	\$159,000
Lodging/Transportation	\$6,000
Travel	\$14,000
Other	\$6,000
Total estimated cost	\$185,000

The budgeted cost of the aforementioned technical assistance authorized by R-304-03 on April 8, 2003 totaled \$124,000. The cost allocations were as follows:

Estimated Budget	
Item	Cost
Personnel	\$85,000
Lodging/Transportation	\$15,000
Travel	\$15,000
Overhead	\$5,000
Total estimated cost	\$124,000


Assistant County Manager
Tony E. Crapp, Sr.



MEMORANDUM

(Revised)

TO: Hon. Chairperson Barbara Carey-Shuler, Ed.D.
and Members, Board of County Commissioners

DATE: January 20, 2004

FROM: Robert A. Ginsburg
County Attorney

SUBJECT: Agenda Item No. 7(G)(1)(E)

Please note any items checked.

- ☐ "4-Day Rule" ("3-Day Rule" for committees) applicable if raised
- ☐ 6 weeks required between first reading and public hearing
- ☐ 4 weeks notification to municipal officials required prior to public hearing
- ☐ Decreases revenues or increases expenditures without balancing budget
- ☐ Budget required
- ☐ Statement of fiscal impact required
- ☐ Bid waiver requiring County Manager's written recommendation
- ☐ Ordinance creating a new board requires detailed County Manager's report for public hearing
- ☐ Housekeeping item (no policy decision required)
- ☐ No committee review

Approved _____ Mayor

Veto _____

Override _____

Agenda Item No. 7(G)(1)(E)

1-20-04

RESOLUTION NO. _____

RESOLUTION AUTHORIZING THE COUNTY MANAGER OR HIS DESIGNEE TO EXECUTE AN AGREEMENT MODIFYING THE SCOPE OF WORK AND PROVIDING ADDITIONAL FUNDING FOR CONSULTING SERVICES WITH FLORIDA INTERNATIONAL UNIVERSITY INSTITUTE OF GOVERNMENT TO PROVIDE TECHNICAL ASSISTANCE TO MIAMI-DADE HOUSING AGENCY; AND EXECUTE ANY NECESSARY AGREEMENTS

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference,

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that this Board approve the resolution authorizing the County Manager or his designee to execute a contract to modifying the scope of work and providing additional funding for consulting services with Florida International University Institute of Government to provide technical assistance to Miami-Dade Housing Agency; and execute any necessary agreements; and further authorizes the County Manager or his designee to execute agreements on behalf of Miami-Dade County, following approval by the County Attorney's Office; and to exercise amendment, modification, renewal, cancellation and termination clauses on behalf of Miami-Dade County, Florida.

The foregoing resolution was offered by Commissioner _____, who moved its adoption. The motion was seconded by Commissioner _____ and upon being put to a vote, the vote was as follows:

Dr. Barbara Carey-Shuler, Chairperson
Katy Sorenson, Vice-Chairperson

Bruno A. Barreiro

Jose "Pepe" Diaz

Betty T. Ferguson

Sally A. Heyman

Joe A. Martinez

Jimmy L. Morales

Dennis C. Moss

Dorin D. Rolle

Natacha Seijas

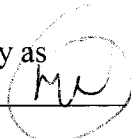
Rebeca Sosa

Sen. Javier D. Souto

The Chairperson thereupon declared the resolution duly passed and adopted this 20th day of January, 2004. This resolution shall become effective ten (10) days after the date of its adoption unless vetoed by the Mayor, and if vetoed, shall become effective only upon an override by this Board.

MIAMI-DADE COUNTY, FLORIDA
BY ITS BOARD OF COUNTY
COMMISSIONERS

HARVEY RUVIN, CLERK

Approved by County Attorney as
to form and legal sufficiency. 

Marcia G. Cooke

By: _____
Deputy Clerk



Miami-Dade Legislative Item

File Number: 022298

File Number: 022298 **File Type:** Resolution **Status:** Adopted
Version: 0 **Reference:** R-826-02 **Control:** County Commission
File Name: FIU CONSULTING SERVICES TO (MDHA) **Introduced:** 7/19/2002
Requester: Miami-Dade Housing Agency **Cost:** **Final Action:** 7/23/2002
Agenda Date: 7/23/2002 **Agenda Item Number:** 6G1BSUBSTITUTE
Notes: Title: RESOLUTION AUTHORIZING THE COUNTY MANAGER TO WAIVE THE COMPETITIVE BID PROCESS PURSUANT TO ADMINISTRATIVE ORDER (A.O.) 3-4 AND EXECUTE A THREE-YEAR RENEWAL CONTRACT WITH FLORIDA INTERNATIONAL UNIVERSITY (FIU), TO PROVIDE CONSULTING SERVICES TO MIAMI-DADE HOUSING AGENCY (MDHA) AND EXECUTE ANY NECESSARY AGREEMENTS
Indexes: CONSULTING SERVICES **Sponsors:** NONE
Sunset Provision: No **Effective Date:** **Expiration Date:**
Registered Lobbyist: None Listed

Legislative History

Acting Body	Date	Agenda Item	Action	Sent To	Due Date	Returned	Pass/Fail
Board of County Commissioners	7/23/2002	6G1B SUBSTITUTE	Adopted				P
County Manager	7/19/2002		Assigned	Barbara Jordan	7/19/2002	7/19/2002	
County Manager	7/19/2002		Assigned	County Attorney	7/23/2002		
REPORT:		HOUSING (6G1B SUB)					
County Attorney	7/19/2002		Assigned	Terrence A. Smith			

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Legislative Text

TITLE

RESOLUTION AUTHORIZING THE COUNTY MANAGER TO WAIVE THE COMPETITIVE BID PROCESS PURSUANT TO ADMINISTRATIVE ORDER (A.O.) 3-4 AND EXECUTE A THREE-YEAR RENEWAL CONTRACT WITH FLORIDA INTERNATIONAL UNIVERSITY (FIU), TO PROVIDE CONSULTING SERVICES TO MIAMI-DADE HOUSING AGENCY (MDHA) AND EXECUTE ANY NECESSARY AGREEMENTS

BODY

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that this Board authorizes the County Manager to waive the competitive bid process pursuant to A.O. 3-4 and execute a three-year renewal contract with FIU's IOG to perform the following tasks: execute a series of customer surveys of landlords in the Section 8 program; an assessment for productivity improvement in the Applicant and Leasing Center; complete the performance measurement system for private rental housing; complete the comparison of private/public/EDGE management of public housing; execute customer satisfaction surveys of public housing residents; execute other management assessments as requested by MDHA; and implement various specialized training and development programs to improve employee skills and teamwork; and authorizes the County Manager to execute contracts, exercise amendment, modification, renewal, cancellation and termination clauses of all necessary contracts and agreements on behalf of Miami-Dade County, Florida, following approval by the County Attorney's Office.

.. HEADER

TO: Honorable Chairperson and Members DATE:
Board of County Commissioners

FROM: Steve Shiver

County Manager SUBJECT: Resolution Authorizing the County
Manager to Waive the Competitive
Bid Process Pursuant to Administrative
Order (A.O.) 3-4 and Execute a Three-Year
Renewal Contract with Florida International
University (FIU), to Provide Consulting
Services to Miami-Dade Housing Agency
(MDHA) and Execute all Necessary Agreements

STAFF RECOMMENDATION

This item differs from the original in that it clarifies contract costs for the three year renewal periods. It is recommended that the Board of County Commissioners (BCC) authorize the County Manager to waive the competitive bid process pursuant to A.O. 3-4 and execute a three-year renewal contract with FIU's Institute of Government (IOG) to provide consulting services to MDHA totaling \$278,500.

MANAGER'S BACKGROUND

Pursuant to R-175-02, the BCC approved the extension of the private management contracts with H.J.

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Russell & Company, Dominion Management Services, Inc. and Pinnacle Realty Management Company, which manage Scott Homes, Gwen Cherry and Pine Island/Naranja public housing sites, respectively. The primary reason for the aforementioned extension was to enable completion of the assessment of public/private management of public housing in comparison with the Employee Demonstration of Growth and Efficiency (EDGE) program, as well as assessment and implementation of various efficiency and productivity programs for the Public Housing, Private Rental Housing and the Applicant and Leasing Center divisions. The initial assessment, made in 1998, included the new management model known as the EDGE program. This part of the comparison, however, has not yet been completed due to the fact that the EDGE program did not commence until February 2001.

For the first time in many years, MDHA's public housing operations received a superior rating through the United States Department of Housing and Urban Development's (USHUD) performance assessment system the highest rating available from USHUD. This accomplishment emphasizes the importance of MDHA's contract renewal with FIU's IOG.

FIU's assessment will indicate which key areas resulted in improvements and, therefore, ensure MDHA remains focused on areas that yield superior performance as well as assessing the impact of the EDGE program on the agency's other public housing management practices. In addition to MDHA's knowledge of private management effects, these assessments should give the agency sufficient information to keep improving performance in the years ahead.

The contract with FIU's IOG ended this spring. However, a renewal is needed in order to allow FIU to complete the assessment of the public/private/EDGE model in addition to the initial implementation of a performance management system in the Private Rental Housing program. Therefore, MDHA is requesting to renew the aforementioned contract for an additional three years. During this time period, FIU will execute the following tasks:

- * Execute a series of customer surveys of landlords in the Section 8 program
- * Execute an assessment for productivity improvement in the Applicant and Leasing Center
- * Complete the performance measurement system for Private Rental Housing
- * Complete the comparison of private/public/EDGE management of Public Housing
- * Execute customer satisfaction surveys of public housing residents (a replication of a survey done by FIU in 1998)
- * Execute other management assessments as requested by MDHA
- * Implement various specialized training and development programs to improve employees skills and teamwork

However, in order to continue building on the aforementioned performance efforts, additional funding is needed. Attachment 1 summarizes the seven tasks listed above, and identifies total costs and planned costs by year of task completion. The total value of these tasks is \$278,500. This total contract amount includes a \$70,000 contract surplus from the existing contract, which will be applied to the contract costs for year 2002 totaling \$56,600. The remaining \$13,400 will be allocated to the 2003 contract costs totaling \$101,100. MDHA is requesting the additional \$87,700 and \$120,800 respectively, for years 2003 and 2004 contract costs.

MDHA hopes, that at the end of this time period, it will have created a management and employee system that will allow for continuous performance evaluation and improvement.

ATTACHMENT 1

Proposed Task List for FIU Institute of Government

/0

Project

Purpose

Total Cost

Planned Yearly Expenditures

2002

2003

2004

1. Applicant & Leasing Center

Process improvement: initial evaluation plus two one-year follow-ups

\$22,400

\$10,800

\$5,800

\$5,800

2. Private Rental Housing

Landlord survey (1st census; semi-annual follow up sample) + mailing

34,400

11,200

11,600

11,600

3. Private Rental Housing

Completion of performance measures: initial with one follow-up

35,800

10,600

12,600

12,600

4. Public Housing

EDGE: continuation; Public/private/EDGE comparison and customer service manual

18,200

4,000

7,100

7,100

5. Public Housing

Resident satisfaction survey (10 sites)

56,400

28,200

28,200

6. Public Housing

Management analysis

51,300

15,800

35,500

7. Specialized training

Various training designed for teams, performance and productivity improvement of all programs


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60,000
20,000
20,000
20,000

Total
\$278,500
\$56,600
\$101,100
\$120,800

Carryover from contract
70,000
56,600
13,400
0

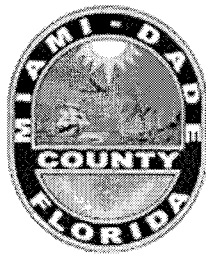
Net additional funding
\$208,500
0
\$87,700
\$120,800

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Miami-Dade Legislative Item

File Number: 030455

File Number: 030455 **File Type:** Resolution **Status:** Adopted
Version: 0 **Reference:** R-304-03 **Control:** County Commission
File Name: SCOPE OF SEVCS. OF \$124,000 TO FIU OF IOG FOR TECHNICAL RENT **Introduced:** 2/14/2003
Requester: Miami-Dade Housing Agency **Cost:** **Final Action:** 4/8/2003

Agenda Date: 4/8/2003 **Agenda Item Number:** 7G1B

Notes: Title: RESOLUTION AUTHORIZING \$124,000 IN ADDITIONAL FUNDING TO FLORIDA INTERNATIONAL UNIVERSITY'S (FIU) INSTITUTE OF GOVERNMENT (IOG), FOR TECHNICAL ASSISTANCE TO MIAMI-DADE HOUSING AGENCY'S (MDHA), PRIVATE RENTAL HOUSING DIVISION; AND AUTHORIZING THE COUNTY MANAGER OR HIS DESIGNEE TO EXECUTE ANY NECESSARY AGREEMENTS

Indexes: NONE **Sponsors:** NONE

Sunset Provision: No **Effective Date:** **Expiration Date:**
Registered Lobbyist: None Listed

Legislative History

Acting Body	Date	Agenda Item	Action	Sent To	Due Date	Returned	Pass/Fail
Board of County Commissioners	4/8/2003	7G1B	Adopted				P
County Manager	3/5/2003		Assigned	Economic Development and Human Services Committee			
Economic Development and Human Services	3/5/2003	3N	Forwarded to BCC with a favorable recommendation				P

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Committee

REPORT:

Chairperson Rolle noted there were community concerns regarding the Section 8 program and how landlords did not accept Section 8 in certain areas. He asked if the foregoing resolution would help market Section 8. Mr. Rodriguez stated this item was a part of Housing's efficiency program and there was an ongoing marketing program for Section 8. He noted last year the county received 1,500 new landlords. Mr. Rodriguez noted the foregoing resolution would help attract additional landlords. Commissioner Barreiro stated that he hoped that the FIU study would not put implementation of the direct deposit payment system for Section 8 housing on hold. Mr. John Topinka, Director of Finance and Administration, Housing Agency, stated the software module for direct deposit was being tested and it would take approximately six to eight months before going online. Commissioner Sosa requested the County Attorney draft a resolution directing the county manager to report on the feasibility of allowing county staff to assist the disabled and those that are not mobile with certification renewal. Commissioner Sosa asked that the Housing Agency explore funding sources for the assisted certification renewal initiative. Commissioner Barreiro asked staff for a status report on the Section 8 waiting list and the intent of the department in regard to either soliciting new applications or revisiting the issue. Mr. Rodriguez reviewed the status of the Section 8 waiting list, noting of the 64,500 people on the waiting list, 12,000 offers to participate in the Section 8 program had been made. He noted based on the consent decree the plaintiffs, HUD and the Miami-Dade Housing Agency all had to agree to open up the waiting list. Mr. Rodriguez indicated that he did not anticipate that the opening of the waiting list would occur this year. Commissioner Barreiro urged the committee to look at the consent decree issue and maybe revisit it. Chairperson Rolle asked that the Miami-Dade Housing Agency's Housing status report address Commissioner Barreiro's concerns regarding Section 8 Housing, revisiting the consent decree and the waiting list. Assistant County Attorney Terrence Smith advised that the county attorney was holding conference calls every month with the plaintiff's attorney and U.S. HUD, and the only concern discussed related to the consent decree's requirement that the waiting list be opened every two years. He noted the county was working with all parties toward an agreement where the county would go back to court and extend the waiting list an additional three years so that it would reopen every five years. Mr. Smith noted if this did not happen the waiting list would be reopened to take new applications and the current waiting list would be dissolved, requiring the applicants on the current list to reapply. Commissioner Barreiro asked staff to put forth their point of view as to why the waiting list should be extended and that the Board of County Commissioners should then have a policy discussion to determine the appropriate action. Commissioner Sosa expressed her concerns with changing the waiting list criteria.

County Attorney	2/24/2003	Assigned	Terrence A. Smith	2/25/2003
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County Manager	2/21/2003	Assigned	County Attorney	4/8/2003
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REPORT: MDHA {EDHS 3/5/2003}

County Attorney	2/18/2003	Assigned	Terrence A. Smith	2/18/2003
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County Attorney	2/18/2003	Assigned	County Manager's Office
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County Manager	2/14/2003	Assigned	Barbara Jordan
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County Manager	2/14/2003	Assigned	County Attorney	4/8/2003
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REPORT: MDHA - [EDHS 3/5]

County Manager	2/14/2003	Assigned	Economic Development and Human Services Committee	3/5/2003
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Legislative Text

TITLE

RESOLUTION AUTHORIZING \$124,000 IN ADDITIONAL FUNDING TO FLORIDA INTERNATIONAL UNIVERSITY'S (FIU) INSTITUTE OF GOVERNMENT (IOG), FOR TECHNICAL ASSISTANCE TO MIAMI-DADE HOUSING AGENCY'S (MDHA), PRIVATE RENTAL HOUSING DIVISION; AND AUTHORIZING THE COUNTY MANAGER OR HIS DESIGNEE TO EXECUTE ANY NECESSARY AGREEMENTS

BODY

WHEREAS, this Board desires to accomplish the purposes outlined in the accompanying memorandum, a copy of which is incorporated herein by reference

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COUNTY COMMISSIONERS OF MIAMI-DADE COUNTY, FLORIDA, that this Board authorizes \$124,000 in additional funding for purposes described in the attached memorandum; and further authorizes the County Manager or his designee to execute said agreements on behalf of Miami-Dade County, following approval by the County Attorney's Office; and to exercise amendment, modification, renewal, cancellation and termination clauses on behalf of Miami-Dade County, Florida.

HEADER

TO: Honorable Chairperson and Members
Board of County Commissioners

DATE:

FROM: Steve Shiver

County Manager

SUBJECT: Authorization of \$124,000 in
Additional Funding to Florida
International University (FIU)
Institute of Government (IOG)
for Technical Assistance to
MDHA, Private Rental Division

STAFF RECOMMENDATION

It is recommended that the Board of County Commissioners (BCC) approve the attached resolution authorizing \$124,000 in additional funding to Florida International University's (FIU) Institute of Government (IOG), for technical assistance to Miami-Dade Housing Agency's (MDHA), Private

Rental Housing Division, for its Section 8 Program.

MANAGER'S BACKGROUND

Pursuant to R-826-02, the BCC approved an extension of the county's contract with FIU IOG to enable completion of assessment and implementation of various efficiency and productivity programs for Public Housing, Applicant and Leasing Center and Private Rental Housing divisions. Today, FIU IOG continues to assist MDHA in improving and evaluating the performance of the above mentioned departmental functions. Work has been particularly successful in the Private Rental Housing Division, where key performance indicators have been implemented.

During the first three months of fiscal year 2003, the Private Rental Housing Division has demonstrated improvements in the critical areas of lease-up rate and Multi-family Tenant Characteristic (MTCS) score. MDHA's lease-up rate has increased from 76 percent to 90 percent, a 14 percent improvement. As a result, approximately 1,750 new Section 8 vouchers have been used by individuals and families to rent apartments and homes from private landlords. It is expected that by late spring the Private Rental Housing Division will have a lease-up rate exceeding 95 percent, a substantial improvement in less than 8 months.

Similarly, MDHA's MTCS score, a measure of the accuracy of Section 8 records submitted to United States Housing and Urban Development Department (USHUD) have also increased from 77 percent to 89 percent, a 12 percent improvement.

Currently, the scope of service does not include tasks specifically related to compliance with USHUD regulations, which form the core of the Section 8 Program and which are monitored by USHUD on a regular basis. Tasks, such as these, require a high degree of technical knowledge and experience in day-to-day oversight of Section 8 operating programs. As a result, MDHA is requesting the scope of service of Miami-Dade County's existing contract with FIU IOG be modified to include said functions and increase funding accordingly.

Listed below are illustrative objectives and tasks associated with the technical assistance discussed above:

- * Ensure compliance of Section 8 supervisors and staff with USHUD regulations and requirements, as well as with MDHA's Section 8 Administrative Plan
- * Ensure the Section 8 Program achieves high scores in the Section 8 Management Assessment Program review
- * Maintain the 85 percent minimum score in MTCS on a continuing basis
- * Review Section 8 Briefing Package
- * Implement Forms and Procedures to Conduct Field Visits prior to determination of rent (SEMAP Indicator 2)
- * Revision of Forms and Procedures for Rent Reasonableness Analysis and Rent Renegotiation (SEMAP Indicator 2)
- * Determine Adjusted Income (SEMAP Indicator 3)
- * Revise Utility Allowance Schedule by unit type (SEMAP Indicator 4)
- * Review Enforcement Practices for Housing Quality Standards (SEMAP Indicator 6)
- * Review Briefing Package for Expanding Housing Opportunities (SEMAP Indicator 7)
- * Ensure adherence of Re-certifications Schedules (SEMAP Indicator 9)
- * Review work practices and files related to tenant rent calculations (SEMAP Indicator 10)
- * Assure all units are inspected prior to move-in (SEMAP Indicator 11)
- * Achieve a lease-up rate of 95 percent (SEMAP Indicator 13)
- * Assess individual Section 8 Leasing and Contract Specialist caseloads

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- * Review customer service functions
- * Assist in developing and reviewing a Policy and Procedures Manual
- * Review existing training materials

The estimated cost of the aforementioned technical assistance is \$124,000. A preliminary budget is shown in the table below.

Estimated Budget

Item

Cost

Personnel

\$85,000

Lodging/Transp.

15,000

Travel

15,000

Materials


4,000

Overhead

5,000

Total

\$124,000

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Attachment A

Delinquency Report

Field Office Code : 4DPH

Field Office Name : FLORIDA STATE OFFICE

Report Start Date : June 01, 2002

Report End Date : September 30, 2003

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Field Office Code	Field Office Name	Program Type	HA Code	HA Name	Available	Occupied	Administered / Occupied	Number Reported	Percent Reported	Missing	Forms Received		
											Last Month	Last 3 Months	Last 6 Months
4DPH	FLORIDA STATE OFFICE	Public	FL002	ST. PETERSBURG	489	339	339	353	104.13 *	-14	25	112	242
4DPH	FLORIDA STATE OFFICE	Certificate And Voucher	FL002	ST. PETERSBURG	2,310	2,274	2,241	2,068	92.28	173	369	934	1,472
4DPH	FLORIDA STATE OFFICE	Public	FL003	TAMPA	3,399	2,491	2,491	2,186	87.76	305	1	574	772
4DPH	FLORIDA STATE OFFICE	Mod Rehab	FL003	TAMPA	0	1	1	0	0	1	0	0	0
4DPH	FLORIDA STATE OFFICE	Certificate And Voucher	FL003	TAMPA	4,251	4,366	4,377	4,211	96.21	166	443	1,310	2,050
4DPH	FLORIDA STATE OFFICE	Public	FL005	MIAMI DADE	10,036	7,107	7,107	6,781	95.41	326	748	2,347	4,115
4DPH	FLORIDA STATE OFFICE	Mod Rehab	FL005	MIAMI DADE	5,625	3,694	3,694	1,939	52.49	1,755	153	683	1,205
4DPH	FLORIDA STATE OFFICE	Certificate And Voucher	FL005	MIAMI DADE	12,499	11,042	11,045	11,765	106.52 *	-720	957	8,461	10,069
4DPH	FLORIDA STATE OFFICE	Public	FL008	SARASOTA	557	454	454	416	91.63	38	0	89	141
4DPH	FLORIDA STATE OFFICE	Certificate And Voucher	FL008	SARASOTA	584	730	730	648	88.77	82	0	60	189
4DPH	FLORIDA STATE OFFICE	Public	FL009	W PALM BEACH	710	568	568	382	67.25	186	0	304	304
4DPH	FLORIDA STATE OFFICE	Mod Rehab	FL009	W PALM BEACH	80	67	67	39	58.21	28	0	12	12